

Information Governance Office
Maudsley Hospital
Denmark Hill
London
SE5 8AZ

Email: foi@slam.nhs.uk

19 August 2022

Dear Paul Atkinson

RE: Freedom of Information Request

Thank you for your request for information received by the Trust on 25 July 2022 regarding IAPT referral drop outs under the terms of the Freedom of Information Act (2000) (FOIA)

You requested the following information:

1. Given that almost two thirds of all IAPT's referrals each year never begin a course of treatment or drop out before they finish a course of treatment please inform how many of drop out referrals have been followed up between 2013 and 2022, when are they followed up and with what results.

This information is not held. IAPT services do not routinely follow up people who do not engage with an offer of an appointment. The services make several attempts to contact every referral but if they are unable to do so they will not continue to pursue the individual. Everyone referred is provided with information about how they can access help in an emergency if needed but we would consider that people have a choice in whether they take up the offer of psychological assessment. If the referral came from another professional, then they will be informed that the individual has not engaged. If it was a self-referral, they will be sent information about other sources of support, how to get help in an emergency and are invited to come back to us at any time if they decide they do need help.

However the dropout rates (or the number of referrals not being seen) are reported nationally and this is available via NHS Digital. Please see the below link:

[Psychological Therapies, Reports on the use of IAPT services - NHS Digital](#)

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for example commercial publication, would require the permission of the Trust. This may be done by writing to the Information Governance Office at the above address.

If you have any queries about this letter or if you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, please do not hesitate to contact the Information Governance Office via foi@slam.nhs.uk

If you are not content with the outcome of your complaint, you may apply to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by South London and Maudsley NHS Foundation Trust. The Information Commissioner can be contacted at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Antani Blake', with a horizontal line drawn through the middle of the signature.

Antani Blake
Corporate Information Governance Officer